

# MES ICQ

User Guide for Primary Servicers

January 2022

MULTIFAMILY



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## Introduction

This guide is for Primary Servicers to use when accessing the Internal Controls Questionnaire (ICQ) in the Multifamily Eligibility System (MES).

If you have any questions, please send an email to the Multifamily Eligibility mailbox.



## ICQ Webform Option

1. Access the <u>MES site</u>. From the homepage, select "ICQ" then select "Due." The ICQ that is due will populate in this column.

Freddie Mac		amily Eligibility System									
Pre Securitization Annual Cert	Client - I	CQ - Due									
Insurance  Custodial	1	n header and drop it here to group by that column									
Post Securitization		to Excel 🗢 Clear Filters 🔓 Download Horizont		nload Vertical			-				
Due		Counterparty Name		e Date	Status	Returned On		Extension Granted	FM Last Saved By	FM Last Save	d On
Complete Contacts	1		T	T		·	T	T	T		T
Upload 💽		Greystone Servicing Company LLC	11/1	16/2020	Due	11/18/2020			Theekshana Jayakody - Covius	04/29/2020	
Training   Other Forms		< 1 → H Page: 1 of 1 Go Page size:	1 Change	]							
Uogout		(c) 2016 Covius									

2. Right click the S/S name and select View/Edit ICQ Details.

Freddie Mac	Multifamily Eligibility System						
Pre Securitization Annual Cert	Client - ICQ - Due						
Custodial	Drag a column header and drop it here to group by that column						
		1.1					
	Export to Excel O Clear Filters Download Horizontal	Download Vertical					
Due	Menu Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
Complete		T	T	Ţ	T	T	T
	Greystone Servicing Company II C	11/16/2020	Due	11/18/2020		Theekshana Jayakody - Covius	04/29/2020
		ange					
	View/Edit ICQ Details	_					
U Logout	(c) 2016 Covius						
Logour	(c) 2010 CONIDS						



3. The web-based form will appear and be prepopulated with the prior year's data, if available. **Note:** This page may open in a different tab.

Review Form	ICQ Details - Review Form	
Documents	Navigate to Overall Control Environment V Print For	orm
lotes Client		
Historical ICQs	Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.	
Audit	i. File Naming Convention: Section.QuestionNumber ii. Example: Overall Control Environment.2	
	Overall Control Environment	
	1A. What steps have been taken to segregate the production, underwriting, servicing, and accounting functions?	
	Attached	_
		-
	1B. Please provide high level org chart to indicate divisions amongst business functions.	
	N/A	
	2. Do you have any affiliates or subsidiaries?	



multifamily-m	
Review Form	ICQ Details - Review Form
Documents	Navigate to Overall Control Environment
Notes	
Historical ICQs	Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.
Audit	i. File Naming Convention: Section.QuestionNumber ii. Example: Overall Control Environment.2
	Overall Control Environment
	1A. What steps have been taken to segregate the production, underwriting, servicing, and accounting functions?
	1B. Please provide high level org chart to indicate divisions amongst business functions.
	N/A
	<ol> <li>Do you have any affiliates or subsidiaries?</li> <li>If applicable, please list the subsidiary and the function(s) performed.</li> </ol>
	● Yes ○ N/A
	Yes

#### 4. The **Navigate to** feature allows the user to jump to various sections within the ICQ.



5. As you scroll and complete the form, the **Save button** will appear. Save the form as needed so that you do not lose your information.

https://multifamily-mes.covius.com/mainpopuppage.aspx?id=7651ef5d-8172-4626-97ca-9729ad1d1bit	e0 👻 🗎 🖒 Search	P · ☆☆
tifamily-mes.covius.com C MES × 🖸		
Attached		
6. Do you currently have business functions overseas? If so, please list.		
Attached		
1		
Do you use any vendors that rely on overseas personnel?		
If so, how do you ensure continued data security?		
● Yes ○ No		
Attached		
7. How do you ensure that training is sufficient for new hires?		
Attached		
Attactied		
1		Save

6. Once all the sections have been completed and saved in web-form, return to the MES ICQ main page.

FreddieMac	Multifamily Eligibility System						
Insurance	Client - ICQ - Due						
	Drag a column header and drop it here to group by that column						
	Export to Excel     Clear Filters     Download Horizontal	Devenland Martinal					
	Export to Excel Clear Filters o Download Horizontal	<ul> <li>Download vertical</li> </ul>					
Due	Menu Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
Complete Contacts	•	r T	T	Ţ	Ţ	T	T
	Greystone Servi	11/16/2020				Theekshana Jayakody - Covius	04/29/2020
Training	View/Edit ICO Dataila	hange					
Other Forms	View/Attach Documents						
	View/Attach Documents						
Uogout	(c) 2016 Covius						



## Bulk Upload Option (Horizontal and Vertical)

1. From the home screen, click on "ICQ", select "Due", then the Servicer. Select **Download Horizontal**.

Freddie Mac	Multifamily Eligibil	ty System	
Insurance 🗨	Client - ICQ - Due		
	Drag a column header and drop it her	e to group by that column	
Post Securitization   ICQ	Export to Excel 🗢 Clear Filter	s o Download Horizontal o Download Vertical	
Due	Menu Counterparty Name	E MES	و ۲ ا ا ا ا ا ا ا ا ا ا ا ا ا ا ا ا ا ا ا
Contacts 💌		Pop Up ICQ - Download ICQ Template	^
Upload 🔺	Greystone Servicing Co	Home View	FileUltimate (unlicensed) - Purchase a license
Counterparty Bulk ICQ Update Training Training Documents Other Forms	Id d 1 b H Page:	Download     Open     Add to zp.       Transfer     Open     Com.	
Cogout Logout		Download/CQTemplate      Download/CQTemplate      CQ Bulk Upload	Search DownloadiCQTemplate

2. Open the template and complete the ICQ in the Excel form. Seller/Servicer name will appear in 2A. **Note:** Some responses have a drop-down for Yes, No or N/A.

×≣	<b>∃</b> 5∂∓∣	CQ_Bulk_Up	pload_Templa	ate_041420	)20.xlsx -	Bromium	Secure Vie	w.									-	$\square$ >	<
Fi	e Home	Insert	Page Layo	out Fo	ormulas	Data	Revie	w Viev	v He	lp						🖻 Share	Comm	nents	9
	pboard 🕞	I <u>U</u> -	Font	A* A*	= =			Wrap Text		General \$ ~ %	• • • • • • • • • • • • • • • • • • •	Formatting	I Format as Table * Styles	sert Dele Cell	e Format	💙 🔭 Fil	T & Find & ter * Select * diting		^
A3	•	×	✓ Jx																*
	А		В				С					[	)		E				-
2	Company Name	9 D			gate the	product		What step erwriting,			Overall Contr high level org business func	chart to ind			u have ar	nvironmen ny affiliates		ble, please	
3	Company Name	• D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
2 3 4 5	Company Name	• D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6	Company Name	, D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7	Company Name	• D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7 8 9	Company Name	e D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7 8 9 10	Company Name	, D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7 8 9 10 11	Company Name	, D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7 8 9 10	Company Name	e D		to segre	gate the	product					high level org	chart to ind		2. Do yo	u have ar		If applica		
3 4 5 6 7 8 9 10 11 12				to segre	gate the	product					high level org	chart to ind	licate divisio	2. Do yo	u have ar		If applica		



3. From the home screen, click on "ICQ" select "Due" then the Servicer. Select Download Vertical.

Freddie Mac	Multifamily Eligibili	ty System	
Pre Securitization Annual Cert  Insurance Custodial  Post Securitization ICQ		e to group by that column	
Due Complete		e mes	- e e
Contacts   Upload  Counterparty Bulk ICQ Update  Training  Training Documents  Other Forms	Greystone Servicing Co	Pop Up ICQ - Download ICQ Template	ElieUltimate (unlicensed) - Purchase a license
C Logout		DownloadlCQTemplate       DownloadlCQTemplate       LCQ Bulk Upload	Search DownloadICQTemplate

4. Open the template and complete the ICQ in the Excel form. Seller/Servicer name will appear in 1C. **Note:** Some responses have a drop-down for Yes, No or N/A.

File Home Insert Draw Page Lay	yout Formulas Data Review View He	Ip ∠ Tell me what you want to do		🖻 Share 🛛 🖓 Comments
X Cut Paste Copy - Clipboard G Fort	1     • A* A*     Ξ     Ξ     Image: A transformed and t	enter * \$ - % 9 \$ 20 #20 Number rs Styles	Cell Syles - Cells - C	
C4 • : × √ ƒx				
	В	С	D	E
1 Company Name				
2 Due Date				
	ps have been taken to segregate the production,			
3 underwriting, servicing, and accounting fu				
Overall Control Environment 1B. Please pro	ovide high level org chart to indicate divisions			
4 amongst business functions.				
5 Overall Control Environment 2. Do you hav	ve any affiliates or subsidiaries?			
6 If applicable, please list the subsidiary and	the function(s) performed.			
Overall Control Environment 3. If you curre	ently do business with Freddie Mac Single Family,			
7 are the operations separate?				
8 If so, which operations are shared?				
9 Overall Control Environment 4. What inter	nal audit, or quality control processes are in place?			
0 Overall Control Environment 5. Are any fur				
	function(s) performed. How do you monitor sub-			
	ples: accounting services, appraisers, brokers,			
	ts, fee inspectors, flood certification services,			
11 insurance consultants, tax services, UCC tra				
12 Overall Control Environment 6. Do you cur				
13 If so, please list.				
14 Do you use any vendors that rely on overse	eas personnel?			
15 If so, please list.				
	u ensure that training is sufficient for new hires?			
17 Overall Control Environment 8. What ongo				
Overall Control Environment 9. Describe yo				
18 employees	• • • • • • • • • • • • • • • • • • • •			
19 Overall Control Environment 10A. Is the BC	CP plan tested annually?			
ICQ Form (+)		1	4	



5. Save the completed template to your computer. To upload, follow the step in the screenshot below.

Freddie Mac	Multifamily Eligibility S	ystem	
Insurance	Upload - Counterparty Bulk	CQ Update	
	Upload Data File		
	Select a data file to import. Supported File	Types: Microsoft Excel (.xls and .xlsx)	1 Colort
Contacts			1. Select
Upload	Select File Template	ormBulkUpdate	ICQFormBulkUpload
Counterparty Bulk ICQ Update	Data File :		Select
Training	Is Data Transposed(vertical format)?		
Other Forms		Jpload	
	3. Only click for vertical upload	4. Click upload when done	2. Click to select the template completed for upload

6. This is what the upload looks like when it is successfully completed. **Click OK** when upload is completed. Please contact the Freddie Mac Audit Lead in the event of upload errors.

Freddie Mac	Multifamily Eligibilit	y System
Pre Securitization Annual Cert	Upload - Counterparty B	ulk ICO Lindate
Insurance	opioau - Counterparty b	
Custodial	Upload Data File	
Post Securitization		ted File Types: Microsoft Excel (xls and .xlsx)
ICQ 💌	select a data me to import. Suppor	teu nie rypes, wind uson else (Liss and usos)
Contacts 💌	Select File Template	: ICQFormBulkUpdate
Upload 🔺		
Counterparty Bulk ICQ Update	Data File	Select *
Training 💽	Is Data Transposed(vertical format)?	
Training Documents		Upload
Other Forms		
	Validation Progress	
		100 % Completed
	Import Progress	
		100 % Completed
		1 Rows Imported.
		File upload completed. OK
		Click "OK" when the upload is completed



7. To upload additional documents, click on "ICQ," click on "Due" then right-click on the Seller/Servicer and click **View/Attach Documents**.

Freddie Mac	Multifamily Eligibility System					
Pre Securitization Annual Cert Insurance Custodial Post Securitization ICQ	Drag a column header and drop it here to group by that column	Download Vertical				
Due Complete Contacts Upload Training Other Forms	Greystone Servicing Company LLC	11/10 Submit to Freddie Mac	Returned On           T         T           11/18/2020         T	Extension Granted	FM Last Saved By	FM Last Saved On
U Logout	(c) 2016 Covius					

8. Click on **Upload** and the upload files dialog will pop up. Click **Add Files** to add as many documents as you'd like.

~		E MES		-0 0 - 0 B
<b>Freddie Mac</b>	Mu	ICQ Details - Documents		^
		ICQ - Documents		
Pre Securitization Annual Cert   Insurance	Clien	Home View		FileUltimate (unlicensed) - Purchase a license
Custodial	Drag a	X I I I I I I	Select all	
Post Securitization		Delete New Download Upload Open	Select none	
	K E	folder Orga New Transfer Open	Upload Files - ICQDetailsDocuments	
Due Complete	✓ M			FM Last Saved On
		↑ 📮 > ICQDetailsDocuments	Select files to be uploaded	0 files h ICQDetailsDocuments P
Contacts  Upload	√	ICQDetailsDocuments Name	Name Size Type	Status Type Size s 04/29/2020
Training			12	
Other Forms				
			Drag and drop files and folders here.	
U Logout				
			Add Files Add Folders Remove Clear	Upload
		0 items		
		<		>
	l			



## Review and Submission to Freddie Mac

1. Once the Excel document has been completed, submit the ICQ to Freddie Mac. Navigate to the ICQ, "Due" tab and right click the Seller/Servicer name. Select **Submit to Freddie Mac**.

Freddie Mac	Multifamily Eligibility System						
Pre Securitization Annual Cert	Client - ICQ - Due						
Custodial Solution	Drag a column header and drop it here to group by that column     The second seco	Download Vertical					
Due Complete	Menu Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
Upload	Greystone Servi     Submit to Freddie Mac	11/16/2020	Due	11/18/2020		Theekshana Jayakody - Covius	
	View/Attach Documents	hange					
Ogout	(c) 2016 Covius						

2. Training Documents such as the user manual or demonstration video will appear here.

Freddie Mag	c	Multi	ifamil	y Eligibilit	ty Systen	n							
Pre Securitization Annual Cert	•	Trainin	α Docι	uments									
Insurance		Training											
Custodial	•	Training	Docume	nts									
Post Securitization	•												
ICQ		Home	View							FileUltima	ate (unlicensed) -	Purchase a lice	nse ^
Due				Select all									
Complete				Select none									
Contacts	•	Download		💾 Invert selecti	on								
Upload		Transfer	Open	Select									
Counterparty Bulk ICQ Update		<b>1</b>	> Training	g Documents						ڻ ا	Search Training	n Documents	م
Training		1 -	* maining	g bocuments			^						/
Training Documents		🚽 Tr	raining Do	cuments	Name 🎧					Date modified	Туре	Size	
Other Forms	•							This fol	ler is empty.				
									ier is empty:				
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													_
		0 items											



## Definitions

Review Form – Allows you to review and edit the web-form. You can also navigate to different sections.

Documents - Allows you to upload documents in addition to the upload steps shown on page 8

Notes Client – Allows Freddie Mac to leave notes for counterparties or add any final comments

Historical ICQ - Allows you to view historical ICQs from prior years

**Audit** – Audit option allows tracking of activities in a certain record. For example, when a record is changed from one status to another, the audit log tells you when the record was moved and by which user.